

Comments on FCC Docket

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Comments of Kansas State Representative Tom Sloan on NPRM CG Docket # 11-116 - Cramming

The most frequent complaint to this State Legislator by telecommunications customers who have complaints about bills they receive involve alleged cramming.

After reviewing FCC data collection procedures and filings related to the above referenced docket, I encourage the FCC Commissioners and staff to not only collect data on cramming complaints filed directly with the Commission, but to also require telecommunications companies receiving customer complaints and to request state public utility commissions receiving complaints to report such complaints to the FCC.

Such information, at a minimum, should include the name of the company accused of cramming, the name of the telecommunication company providing the customer billing service, the nature of the customer complaint, resolution of the complaint, and any other information deemed appropriate by the FCC.

Not all, or even a majority, of customer complaints regarding alleged cramming are filed directly with the FCC. Hence, to develop a more complete record of companies engaging in this practice, development of an expanded data base is appropriate.

While the FCC has jurisdiction over telecommunications companies regarding this subject matter, this Docket represents an excellent opportunity for the FCC to partner with state public utility commissions directly and/or through the National Association of Regulatory Utility Commissions (NARUC).

Recognizing the deadline for responses to the Docket is December 5th, I would appreciate it if you would ensure that these comments are included in the official record. Thank you for your assistance.

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